

# FRANCES MAHON DEACONESS HOSPITAL 2017 ANNUAL REPORT



# VISION

Frances Mahon Deaconess Hospital will be the best place to work, the best place to practice medicine and the best place to receive care in rural America.

# MISSION

To advance the coordinated delivery of health services, guided with respect for the individual needs of our patients, thereby improving the health of our regional community.



A Message from the CEO	4
A Message from the Board President	6
Our Board of Trustees	7
Awards & Achievements	8
Financial Assistance	9
The Foundation	10
Community Events	12
Medical Staff	14
11 Year Life-line	16
Finances & Patient Care Statistics	18
Nurses & Visiting Specialists	19
Services	20
Master Renovation Project	24
The Joint Commission	26
Directory	27

# VALUES

**COMMITMENT:** Our utmost commitment is to continuously improve the quality of services provided to our customers. It is our intent to be accountable to our customers through an organized quality improvement effort.

**COMPASSION:** Our first responsibility is to our patients. Our staff will show compassion and be responsive to their needs, regardless of race, creed or ability to pay.

**INNOVATION:** Creativity and innovation will guide our thinking. Flexibility will be the key to our success in a rapidly changing environment, while remaining responsive to our customers' needs.

**STEWARDSHIP:** We will manage our resources – technical, financial, human and natural – to support our commitment to high-quality patient care both now and in the future.

**COMPETENCE:** Our employees are our greatest resource. By our investment in their personal and professional growth, our ability to provide a healing environment for our patients is enhanced.

**COMMUNICATION:** An essential ingredient to providing quality patient care is communication with patients, with family and with healthcare team members. Our staff will communicate in an open, honest and respectful manner, seeking first to understand before being understood and focusing on the well-being of the patients we serve.

**COOPERATION:** We believe in building relationships with our community. We work together with schools, businesses and public entities to improve the health of those we serve.

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# A MESSAGE FROM THE CEO

October 6, 2017, marked my 20th year serving as the Chief Executive Officer of Frances Mahon Deaconess Hospital. It has been a privilege for me to be a part of such a great organization that performs at high levels across the operational pillars of employee engagement, patient satisfaction, care quality, financial stewardship and growth. This performance is seen in our staff's ability to achieve and exceed the high targets of performance that we set as our annual goals.

It is also seen in the recognitions we have consistently received from outside entities. Recognitions, such as again being named a Top 100 Critical Access Hospital by iVantage Analytics and the Chartis Group in 2017, being recognized for performance in the top 25 percent of all rural hospitals for clinical quality and patient satisfaction by the National Organization of State Offices of Rural Health, and being identified by the Centers for Medicare and Medicaid Services (CMS) as being an overall four-star hospital and as being a five-star hospital for inpatient satisfaction.

None of this came by happenstance. It takes a highly dedicated, engaged, and caring group of people committed to the vision, mission and values of the organization and our strong sense of service to the community to consistently perform at these levels.

These recognitions are certainly a source of the pride I feel for this organization. They are important measures of our hard work and dedication. However, I think the real heart of what and who an organization is can be found in the stories that speak to how our work touches people in a special way. Let me tell you a couple of those stories.

This year, when a patient needed to have surgery that had to be done in another community, the staff of the Glasgow Clinic stepped up in a big way.



The patient was hesitant in seeking the surgical procedure because the costs of travel and time away were going to tax the patient's financial means. However, the surgery was very much needed. The patient's Glasgow Clinic physician not only worked diligently to arrange for the surgical procedure to be completed, but also committed personal funds for the patient's hotel rooms to mitigate the financial burden and facilitate the patient obtaining the treatment. On top of that, the staff of the Glasgow Clinic "passed the hat" and raised money through personal donations to help the patient pay for meals and the travel expenses associated with obtaining the surgery. That is a real demonstration of living the mission of our organization.

Another story involves a patient who, when visiting our community, became ill and had to be transported to a tertiary hospital for care. In the process of the patient transfer, the patient's personal belongings were inadvertently left in our hospital. Not expecting that patient to return to our community, hospital staff shipped the patient's belongings by mail to his out-of-state residence. This was a well-meaning but unfortunate mistake. The patient did return to our community prior to heading home. When the patient returned, we found that part of the belongings sent were the patient's wallet, identification and all the monetary resources the patient had for the visit. One of our administrative staff worked diligently with the U.S. Postal Service to track down the package

[without a tracking number] and have it shipped back to Glasgow. In addition, the administrative person, knowing the patient was without resources until the package was returned, likewise committed personal funds to help the patient bridge that time until his belongings returned. Not only did this represent taking ownership in our unintentional misstep, but it showed compassion for the patient's plight and selfless service to ensure the patient's personal needs were met.

How about the nurse who came in on a day off because a child whom the nurse cared for in a previous admission wanted to see the nurse during a subsequent admission? Or the physician who came in at four in the morning to help calm an elderly patient's anxiety by holding the patient's hand until the physician went on shift for the day?

These stories are but the tip of the iceberg of what our people do every day. Although the awards and recognitions validate the work we do, these stories are at the heart of the pride I feel for having the privilege of being part of a purpose bigger than myself. I thank them all for giving me that privilege for the last 20 years. It is a legacy with deep roots that will continue to serve this community well into the future.



Randy Holom  
FMDH Chief Executive Officer

# A MESSAGE FROM THE BOARD PRESIDENT

In pursuit of our stated mission and values at FMDH, we have remained focused on providing the best quality care and services for our patients. In 2017 FMDH was recognized for excellence in several aspects of patient care, financial performance, and quality improvement.

This past year, the board of trustees adopted revisions to our bylaws, providing for the addition of a physician member and CEO member to the FMDH board. These bylaw revisions also addressed changes to the criteria and process for nomination, election, rights, and privileges of the member trustees. In March, the board approved a remodeling project that will bring updates and improvements to our facility. FMDH is also in the process of building and installing a new electronic medical record system that will enable better continuity of care between the clinics and the hospital. We partnered with the Valley County Health Department to complete a Community Health Needs Assessment to identify and address key health issues in our community. From this assessment, the FMDH board approved an implementation strategy to meet

the health needs for our community. We continue to work with Valley View Home on addressing the long-term care needs in our community.

Over these past twenty years, there have been many changes at FMDH, including the purchase of the Glasgow Clinic and Medical Arts Pharmacy, FMDH becoming a Critical Access Hospital, the Glasgow Clinic becoming a Rural Health Clinic, the opening of Prairie Ridge Village in partnership with Valley View Home and the forming of the Northeast Montana STAT Air Ambulance Cooperative.

Throughout all the changes, FMDH remains committed to meeting the challenges of an ever-changing healthcare environment and continuing to provide the best possible healthcare to our community.



Kevin Miller  
President, Board of Trustees

# BOARD OF TRUSTEES



**KEVIN MILLER**

President



**KERRY KINGSLEY**

Vice President



**KRIS SIMENSEN**

Secretary/Treasurer

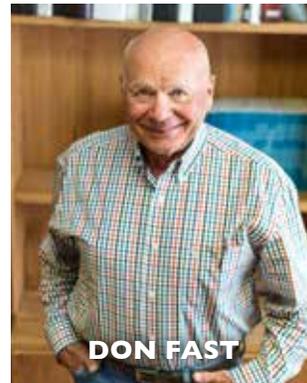


**LOUIS BAILEY, DO**

Physician Member



**AMY CAPDEVILLE**



**DON FAST**

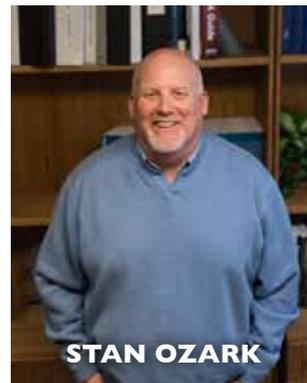


**RANDALL HOLOM**

CEO Member



**PATRICK MENGE**



**STAN OZARK**

# AWARDS & ACHIEVEMENTS



## **5-STAR RATING ON HOSPITAL COMPARE FOR PATIENT SATISFACTION**

FMDH received a five-star rating through Medicare's Hospital Compare. The five-star rating is based on FMDH's HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scoring. HCAHPS is a national survey that asks patients about their experiences during a recent hospital stay. The established rating scale and data is based on 11 important hospital quality topics.



## **PERFORMANCE LEADERSHIP AWARD**

Frances Mahon Deaconess Hospital has been recognized by the National Organization of State Offices of Rural Health (NOSORH) as being in the top 25 percent among all rural acute care hospitals in the nation in overall excellence in patient satisfaction and quality.



## **MONTANA RURAL HEALTHCARE PERFORMANCE IMPROVEMENT NETWORK'S QUALITY IMPROVEMENT AWARD**

FMDH received this award for our work on Emergency Department Transfer Communications. FMDH worked to make improvements in the communications with receiving hospitals when transferring patients out to a higher level of care. This project demonstrated that improving transitions of care for patients is key to increasing the quality, effectiveness and efficiency of healthcare services.



## **STROKE RECOGNITION AWARD**

The Stroke Recognition Award singles out Critical Access Hospitals that demonstrate they have the infrastructure and commitment to provide high-quality care for patients with acute stroke. Receiving the Stroke Recognition Award confirms that FMDH meets high standards related to the utilization of evidence-based stroke order-sets and protocols, laboratory and radiology services available 24/7, and administrative commitment to treating acute stroke patients. FMDH also participates in the Montana Telestroke Project, which connects potential stroke patients to stroke neurologists located in Denver, Portland, Great Falls or Seattle for real-time two-way audio/video consultations. To date, the Telestroke system has been used 29 times in Glasgow to provide acute stroke consultations to local patients.



## **TOP 100 CRITICAL ACCESS HOSPITAL**

FMDH was named one of iVantage's Top 100 Critical Access Hospitals (CAHs) in the United States. FMDH scored in the top 100 of Critical Access Hospitals on the iVantage Hospital Strength INDEX. The INDEX is the industry's most comprehensive rating of U.S. acute care hospitals and the only one to include the country's 1,300 CAHs. The results recognize that the Top 100 Critical Access Hospitals provide a safety net to communities across rural America – measuring hospitals across 62 different performance metrics, including quality, outcomes, patient perspective, affordability, population risk and efficiency.

# FINANCIAL ASSISTANCE

The FMDH Financial Assistance Program is a comprehensive program that is designed to assist patients in meeting the financial obligations created by receiving necessary medical care. Financial assistance covers non-elective services. Elective services are defined as those services that a patient chooses to undergo for reasons other than illness or injury.

## METHODS OF ASSISTANCE

All patients with a self-pay balance are eligible to apply for financial assistance. Financial assistance is available in the form[s] of a discount and/or an Extended Payment Plan of up to 24 months. This is done by completing a Financial Assistance Application and providing supporting documentation. No patient that qualifies for financial assistance will be charged more than the amount generally billed.

The Potential Discount Table below shows the discount and income levels for differing family sizes. To check if you may qualify, find your family size in the left-hand column and look across to see where your total income falls. For example: A family size of three with an annual income of \$30,000 may qualify for a 90% write-off. The table is published in the Financial Assistance Application.

ADJUST OFF

Family Size	100%	90%	80%	70%	60%	50%	40%	30%
1	\$ 16,996	\$ 18,210	\$ 19,424	\$ 20,638	\$ 21,852	\$ 23,066	\$ 24,280	\$ 29,136
2	\$ 23,044	\$ 24,690	\$ 26,336	\$ 27,982	\$ 29,628	\$ 31,274	\$ 32,920	\$ 39,504
3	\$ 29,092	\$ 31,170	\$ 33,248	\$ 35,326	\$ 37,404	\$ 39,482	\$ 41,560	\$ 49,872
4	\$ 35,140	\$ 37,650	\$ 40,160	\$ 42,670	\$ 45,180	\$ 47,690	\$ 50,200	\$ 60,240
5	\$ 41,188	\$ 44,130	\$ 47,072	\$ 50,014	\$ 52,956	\$ 55,898	\$ 58,840	\$ 70,608
6	\$ 47,236	\$ 50,610	\$ 53,984	\$ 57,358	\$ 60,732	\$ 64,106	\$ 67,480	\$ 80,976
7	\$ 53,284	\$ 57,090	\$ 60,896	\$ 64,702	\$ 68,508	\$ 72,314	\$ 76,120	\$ 91,344
8	\$ 59,332	\$ 63,570	\$ 67,808	\$ 72,046	\$ 76,284	\$ 80,522	\$ 84,760	\$ 101,712
9	\$ 65,380	\$ 70,050	\$ 74,720	\$ 79,390	\$ 84,060	\$ 88,730	\$ 93,400	\$ 112,080

Financial assistance may be available in other limited circumstances, such as the size of the patient's medical bills and whether the patient meets certain other criteria.

For more information on the Financial Assistance Program, go to [www.fmdh.org](http://www.fmdh.org) or contact:

Terry Jung  
FMDH Financial Counselor  
Call (406) 228-3633  
Fax (406) 228-3632

Effective 1/22/2018



We now have six named scholarship funds, and in June we gifted

**\$24,000**

in scholarships to the following students pursuing a medical field:

Courtney Capdeville	Mecaila Martin
Sydney Faul	Kyle Nielsen
Andrea Hansen	Bobby Overbey
Erika Hartsock	Michelle Ozark
Abigail Helland	Alex Page
Alyssa Hoffman	Rose Reyling
Kerry Hoffman	Madison Sibley
Dana Hughes	Emily Stevenson
Chloe Koessl	Chloe Sukut
Karissa Liebelt	Katie Thornburg
Kendra Vaughn	

*When you give to the Foundation, your gift benefits you and your family while positively affecting our community. It's a gift that never stops giving!*

Though it was a dry year for our community, thankfully the donations kept pouring in for the Foundation. May was an exciting time as we had the honor of meeting Frances Mahon's family. Upon doing some family research, they made the long trek to Montana to visit the Frances Mahon-inspired hospital. In May, we also found out we were one of the recipients of Donald Baker's estate. As Donald had no restrictions to his gift, which is rare, the FMDH Foundation Board of Directors decided to name a scholarship fund in his memory for area medical students excelling in their field. We are so thankful for his gift and will make sure it takes care of the community he loved so dearly.

Along with supporting our students, the Foundation also gifted an iSTAT to the Lab/ER, gurneys and wheelchairs to the surgery departments, and funds for GHS for an education class. This year we raised \$17,000 during our annual Golf Tournament, and all proceeds went to the General Endowment. Our annual Tree of Life event raised \$21,800. We were also able to give a little over \$3,000 to our four ambulance services through Markle's Ambulance Fund.

As you can see, the Foundation had another great year and continues to help your loved ones. Thank you all for supporting the Foundation and its mission to provide financial support to FMDH and other medically needed projects in Valley County, ensuring that the medical services provided are of the highest quality. None of this would be possible without the support of all of you and so many others over the years. Join us in 2018 for another great year.

## ABOUT THE FMDH FOUNDATION

The FMDH Foundation is an independent, nonprofit charitable organization incorporated in 1982. It is governed by a dedicated Board of Directors while day-to-day administration is managed by the Foundation Director. The Foundation is an integral part of the Frances Mahon Deaconess Hospital and the community, helping to provide the latest technology, medical equipment and training for FMDH; better medical equipment for community organizations; and scholarships to Valley County graduates studying in a medical field. At some point, all of us will come into contact with an item the FMDH Foundation was able to purchase because of the wonderful support of our donors.

## GIFTS TO THE FOUNDATION

There are several different ways you can give a tax-deductible donation to the Foundation, such as cash gifts including memorials and honorariums, stocks, bonds, real estate, annuities and bequests. Cash gifts can be given as cash, checks, credit cards, FMDH payroll deduction and via ACH directly from your bank account. All gifts to the Foundation are managed by the Foundation Board, its Investment Committee and account managers at RBC Wealth Management to guarantee the highest rate of return. You can determine how to support the Foundation's mission by choosing from several different options.

**Create your own fund, in memory of, or to honor someone, with a minimum donation of \$10,000. This is how Markle's Ambulance Fund was created, as well as all of our named scholarship funds!**

## TRUSTS AND ENDOWMENTS

When you give to support FMDH Foundation trusts or endowments, your gift is preserved in perpetuity, ensuring it will thrive and continue to grow, impacting the lives of future generations. Your original gift is invested and only the interest and dividends are used to support the Foundation's giving. These choices include the following:

**The General Endowment** allows the Foundation to purchase much-needed medical equipment for FMDH and other community organizations. [All unspecified donations are deposited into the General Endowment.]

**Markle's Ambulance Trust** helps support the ambulance services in Glasgow and throughout Valley County.

**The Scholarship Fund** ensures that funds are given to second-year and above college students studying in a medical field who have graduated from a Valley County high school.

**The Mammography Fund** was started in 2010 when the Foundation pledged to help the Frances Mahon Deaconess Hospital raise the funds necessary to purchase a Hologic digital tomography machine. This new technology allows the FMDH radiologist to view breasts in a 3D image, thereby allowing improved identification of potentially cancerous areas. We reached our goal at the end of 2012, and the digital machine is now serving FMDH patients. We will continue to have this fund to help with future expenses and make sure our patients receive top-of-the-line care.

## A LITTLE FAMILY HISTORY

Dr. Mark Hoyt came to Glasgow in 1891 to establish a general practice and serve the Great Northern Railway as a local surgeon. Dr. Hoyt's sister, Frances, came to Glasgow where she met, and eventually married, Archibald Warham [A.W.] Mahon, a railroad surveyor. Shortly after the birth of their son, Hobart Hoyt Mahon in 1907, Frances died at the age of 35. In 1910, A.W. donated an entire block of land for a hospital, next to Hoyt Park. Frances Hoyt Mahon Memorial Hospital opened its doors in 1911.

Frances had left money in her will to build a hospital in Glasgow and her brother and others added memorial gifts to the fund.



L to R: Teri Wilhelm, Beverly Wilson, Hobart "Bart" Gray

## FAST FORWARD 106 YEARS....

From her home in California, Beverly Wilson requested assistance from her son, Hobart "Bart" Gray, in researching family records from Circle, Montana, the area where her family had grown up. After many months of research, he learned of a hospital in Glasgow named after Frances Mahon - his mother's grandmother! In May of 2017, Beverly, Bart, and Bart's sister, Teri Wilhelm, made the trip from California to Circle and Glasgow to visit the places that have such a special connection to their family. It was a pleasure to meet the descendants of Frances Mahon and to share the appreciation of our hospital's history and service to the generations that have come through our doors.

## 2017 FMDH FOUNDATION BOARD MEMBERS

*Shelly George, President*  
*Stan Ozark, Vice President*  
*Mikel Erickson, Treasurer*  
*Derek Beadle*  
*Jon Bengochea*  
*Michelle Bigelbach*  
*Somer Hoerster*  
*Becky Johnson*  
*Brianna Overbey*

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*Derek Beadle*  
*Jon Bengochea*  
*Michelle Bigelbach*  
*Becky Johnson*  
*Stan Ozark*

## TO LEARN MORE ABOUT THE FOUNDATION, PLEASE CONTACT:

Mary Kate Tihista – Foundation Director  
621 3rd Street South  
Glasgow, MT 59230  
Office Number: [406] 228-3614  
Fax Number: [406] 228-3535  
Visit us online at [www.fmdh.org](http://www.fmdh.org)  
and click on FMDH Foundation.



## DONALD BAKER BEQUEST

Our roots run deep, and that held especially true for Donald Baker.

Don was born in 1942, graduated from GHS, and received a master's degree from Montana State University. He spent many years working in Minnesota but remained a Montanan at heart. The FMDH Foundation and Markle's Ambulance Trust were fortunate enough to receive \$348,875.27 and \$13,953.67, respectively. We were honored to be one of several organizations to receive his generosity.

Thanks to his extraordinary gift, we can continue to better our medical community for years to come. Don's gifts to several Valley County organizations reflect his deep love and admiration for his hometown, even though it had been decades since he lived here. He was an avid traveler and met many friends on his various hunting and fishing expeditions. Yet, this area was still a very special place to him. The Foundation and Markle's Ambulance Trust are extremely grateful for this wonderful gift, and Don's legacy will live on in our community, *his* community.

# CARING FOR OUR COMMUNITY

FMDH hosted a variety of events and programs throughout 2017, including:

## FRESH FRUIT AND VEGETABLE PROGRAM

For the fourth year in a row, FMDH sponsored a Fresh Fruit and Vegetable Program (FFVP) for both Irle Elementary School and Glasgow Middle School. The FFVP is an important tool in our efforts to combat childhood obesity. The program has been successful in introducing school children and adolescents to a variety of produce that they otherwise might not have the opportunity to sample.

## COMMUNITY HEALTH NEEDS ASSESSMENT

The Community Health Needs Assessment is a continual program that addresses health concerns in our community. For the next three years, we are committed to working on heart disease and stroke; nutrition, weight and physical activity; and tobacco use.

## ANNUAL HEALTH AND WELLNESS FAIR

FMDH hosted its Annual Health Fair in conjunction with the Glasgow Rec Department's Zombie Dash! The Glasgow Clinic was on hand to administer flu shots and sign patients up for their patient portal. We also had many other educational topics, including information on healthy blood pressure, mouth hygiene, GERD and colonoscopies, smoking cessation, behavioral health services, BMI checks and cardiopulmonary rehabilitation, to name a few. FMDH would like to thank all our staff, participants and community members who attended.



## **FMDH FOUNDATION 19TH ANNUAL GOLF TOURNAMENT**

The Foundation invited golfers to “the 19th Hole” for the annual Golf Tournament, which took place on June 11, 2017. We had 24 teams come out to support a wonderful community, ensuring that our medical equipment and services in Valley County are the highest quality. The event raised \$17,000, which was put towards our General Endowment, where the principal is never spent.

## **FMDH FOUNDATION DINNER**

It was a full house at the Cottonwood Inn on November 4, 2017, as the Foundation hosted its annual dinner meeting. This year’s theme was “Denim & Diamonds.” Baker’s Jewelry co-sponsored the event by donating part of a beautiful Yogo sapphire and diamond ring. The event started with a sparkling room, wonderful hors d’oeuvres and great company. It was a fun night with lots of prizes and information to take home. Dennis and Sue Garsjo probably had the most fun as they were the lucky winners of the Yogo sapphire ring! The night ended with the Time in the Saddle band out of Billings. It was a successful event for the Foundation, and several donors were already asking about the next diamond event.

## **SARA BELL MEMORIAL NURSING CONFERENCE**

FMDH hosted the 13th annual Sara Bell Memorial Nursing Conference on March 10th, 2017. This year’s conference featured lectures on knowledge needed to better triage and manage emergency patients with a variety of acute illnesses and injuries. In adherence to our mission, FMDH admitted high school students free of charge in the hope of encouraging them to pursue careers in healthcare.

## **C.A.R.E. COALITION**

The Valley County Health Department, Eastern Montana Community Mental Health Center, Glasgow Police Department and FMDH have joined together as the Valley C.A.R.E. [Community, Access, Resources, Education] Coalition. Our mission is to protect, promote and improve the health of all people in Valley County. The Coalition has gathered and reported data regarding the needs of Valley

County residents through public meetings and used feedback from those meetings to identify priority needs, which include mental health, substance abuse and activity, nutrition and weight. These needs have been assigned to committees of six to nine community representatives led by the Valley C.A.R.E. Coalition, and they are working to develop programs to address the identified needs. Interested parties should contact the Valley County Health Department for more information.

## **PRAIRIE RIDGE AND FMDH PARTNER FOR ACTIVITY PROGRAMS**

Experts agree that educational, social and/or physical activities in group settings, particularly those that promote social interaction, regular attendance and community interaction, have a positive impact on the physical and mental health of the participants, particularly for older adults. FMDH and Prairie Ridge have partnered together over the last year to hold a series of community dances, which were free of charge and open to all ages, as well as a street carnival that provided families with children of all ages the opportunity to interact with older adults, play fun carnival games as a family and learn about various health topics. This event featured representatives from many local agencies, all of which helped provide entertainment and education for the community.

## **FMDH RURAL EMERGENCY MEDICINE CONFERENCE**

In conjunction with the American Heart Association, FMDH hosted a conference in October directed at Emergency Medical Services staff, nurses and other healthcare providers. The conference covered a multitude of subjects such as X-ray interpretation, CPR training, stroke care, chest pain protocols and EKG Interpretation.

# MEDICAL STAFF



**JANET ARMSTRONG, MD**  
*Internal Medicine*



**LOUIS BAILEY, DO**  
*Radiology*



**JACE BALL, PA-C**  
*Emergency Medicine*



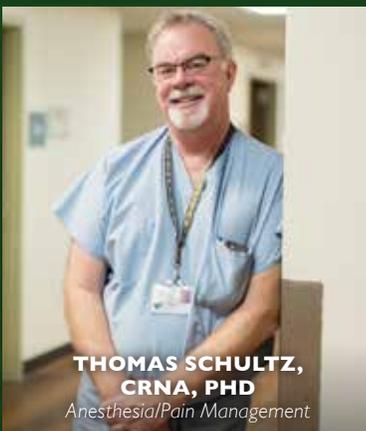
**SCOTT CROFT, MD**  
*Orthopedic Surgery*



**ANDREW FAHLGREN, MD**  
*Internal Medicine*



**DAVID KNIERIM, MD**  
*Family Medicine/Obstetrics*



**THOMAS SCHULTZ,  
CRNA, PHD**  
*Anesthesia/Pain Management*



**DONNA SMITH, MD**  
*Obstetrics/Gynecology*



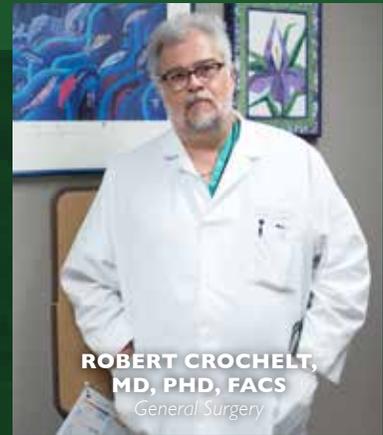
**KAE SUKUT, PA-C**  
*Orthopedic Surgery and Sports Medicine*



**LISA BALL, CRNA, MS**  
*Anesthesia/Pain Management*



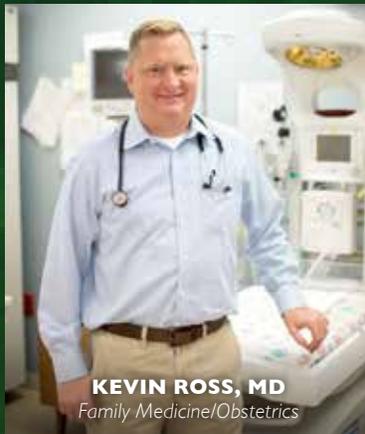
**GORDON BELL, MD**  
*Family Medicine*



**ROBERT CROCHELT, MD, PHD, FACS**  
*General Surgery*



**ANNE MILLARD, MD**  
*Family Medicine/Obstetrics*



**KEVIN ROSS, MD**  
*Family Medicine/Obstetrics*



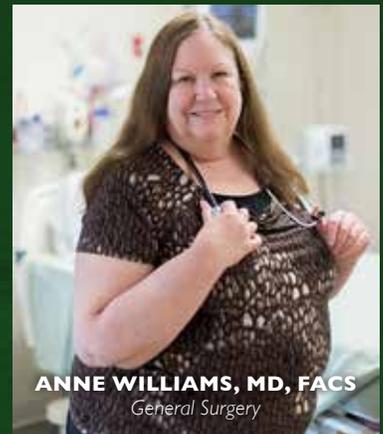
**CHELSEA SAMS, PA-C**  
*Emergency Medicine*



**BLAINE WHITE, PA-C**  
*Emergency Medicine*



**KARI WIENS, FNP**  
*Family Medicine*



**ANNE WILLIAMS, MD, FACS**  
*General Surgery*



## 11-YEAR LIFELINE

By Mona Amundson

Since July 2005, Sally Durham, RN, has taken care of my husband, Jim, and me. In May 2005, Jim was diagnosed with diffuse large B-cell lymphoma. Two weeks later, I was diagnosed with aggressive invasive breast cancer. With both of our heads in a tailspin, Sally calmed us while hooking us both up to chemo for the next few months. She would make sure that our chemo appointments were scheduled at the same time in the same room. She would make sure we were warm, comfortable, hydrated and well-fed! She answered questions and provided information about our diagnoses, treatment and complications. She became our best friend and confidante during a very scary time in our lives.

Fortunately, I sailed through my regimen with flying colors. No sickness, no infections, no problems. Jim, however, was not so lucky. He developed a serious infection and ended up in the emergency room several times during his treatments. Because we live in a very rural area, we only see our oncologist during bimonthly outreach visits. Sally was our main local oncology expert, and she was always on top of every medical emergency and need, and kept in contact with us continually. When Jim would end up in the hospital, she would stop in to check on him. Between chemo treatments, she called and checked on both of us, making sure things were going OK.

She contacted the doctor for us when needed, and made sure we knew what to expect at every turn of events. She was our lifeline during that whole year.

Thankfully, both of us went into remission, and things went well for five years. In November 2010, the shoe dropped again when Jim was diagnosed with Burkitt's lymphoma in his colon. Again, he ended up having to have a very aggressive regimen of chemotherapy. Sally gave him chemo every

three weeks, and then we had to drive 270 miles the following week for another type of chemo that had to be administered at a cancer center. When we would get home again, Sally would call and check on us constantly until we saw her again for another round of chemo. Again, during this time, Jim had several complications from the chemo and developed blood clots, infections and neutropenia. There were several times that he ended up in the local ER. He would be either in the local hospital or flown to the cancer center. Sally monitored the ER reports and made sure that the oncologist knew everything that was going on. Again, she was our lifeline for months!

Once again, Jim went into remission and everything went well, until November 2014. Jim's lymphoma has now come back as a low-grade cutaneous lymphoma. His regular oncologist retired, and he now has a new oncologist. Thankfully, Sally is still his oncology nurse, and she has made the transition between the two doctors very relaxed and stress-free. Sally has been administering maintenance chemo to Jim for the past two years. It has been a rather mild chemo compared with what he has had to endure in the past, but his veins have been damaged to the point that Sally insisted that the doctor order another power port. He now has a port to make his treatments far easier. The chemo has also caused heart damage, and Sally was instrumental in identifying symptoms and referring him to a provider for further treatment. We have been told by Jim's new oncologist that his

current lymphoma is controllable but not curable. We have come to the realization that he will need some sort of cancer treatment for the rest of his life. We are so thankful that Sally is still Jim's oncology nurse, and dread the thought of her someday deciding to retire. We credit Sally with keeping Jim alive and enjoying his life for the past 11 years. We both feel that Sally deserves the recognition as one of the best and most compassionate oncology nurses ever, and we are so blessed to have her in our lives and in our community!



L to R: Jim Amundson; Sally Durham, RN, FMDH Director of Outpatient Infusion; and Mona Amundson

# VISITING SPECIALISTS

## CARDIOLOGY

Benjamin Plank, MD\*  
Amber Zito, PA-C

## NEPHROLOGY

Kim Trostel, MD†

## ENT

Brett Bennion, MD

## DERMATOLOGY

Jared Lund, MD  
Michelle Spenny, MD

## ONCOLOGY/HEMATOLOGY

Michael Kidd, MD  
Kathryn Waitman, DNP

## UROLOGY

Daniel Swanson, MD

## NEUROLOGY

Arturo Echeverri, MD

## ORTHOPEDIC SPINE

Alan Dacre, MD

## PULMONOLOGY

Fernando Caceres, MD

## VASCULAR SURGERY

Kevin Bruen, MD\*

## ORTHOPEDIC SURGERY

Curtis Settergren, MD^

Legend:

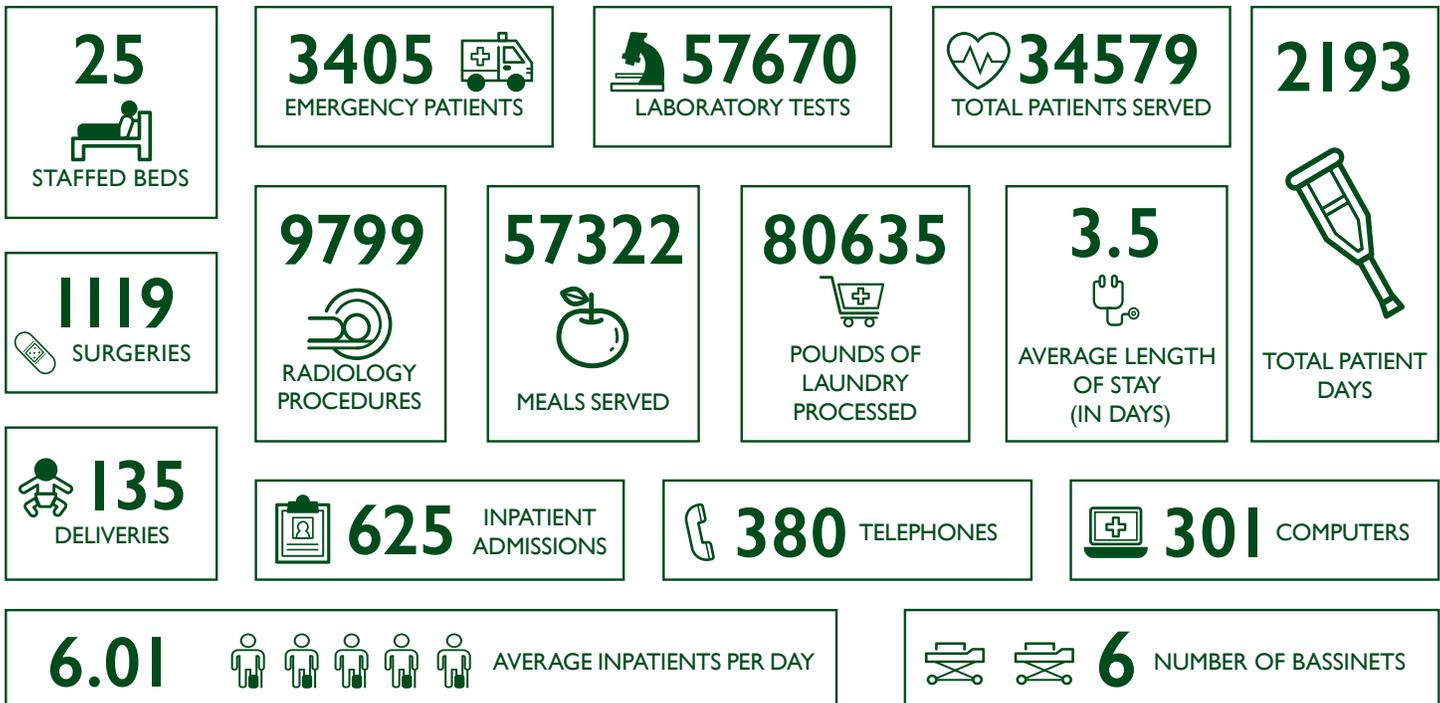
\* = both telemedicine and visiting

† = telemedicine only

^ = call (406) 228-3536 to make an appointment

# PATIENT CARE STATISTICS

[Year ended June 30, 2017]



# CERTIFIED REGISTERED NURSES

Connie Brunelle, RN, CFRN  
Certified Flight Registered Nurse

Teddi Copenhaver, RNC-OB  
Certified Inpatient Obstetric Nurse

Stacy Dawn Garwood, RN-BC  
Certified Medical-Surgical Nurse

Deborah Guenther, RN, CNOR  
Certified Operating Room Nurse

Brandi Knierim, RNC-OB  
Certified Inpatient Obstetric Nurse

Joy Linn, DNP, BC-RN  
Certified Medical-Surgical Nurse  
Certified Emergency Room Nurse

Brooke Martin, RN, BSN, CNOR  
Certified Operating Room Nurse

Jill Meiers, MSN, CNOR  
Certified Operating Room Nurse

Leah Miller, RN, BSN  
Certified Medical-Surgical Nurse  
Certified Breastfeeding Counselor

Corinne Radakovich, RN, CEN, CCRN  
Certified Emergency Room Nurse  
Certified Critical Care Registered Nurse

Amber See, RNC-OB  
Certified Inpatient Obstetric Nurse

Joyce Stone, RN, CEN  
Certified Emergency Room Nurse

## BALANCE SHEET

[Years ended June 30, 2016 and 2017]

Assets	2017	2016
Total Current Assets	16,172,334	16,197,588
Plant, Property and Equipment	13,469,759	12,123,077
Long-Term Investments	18,962,748	16,684,641
Assets Whose Use Is Limited	753,187	839,997
Other Assets	7,741,912	7,599,500
<i>Total Assets</i>	57,099,940	53,444,803
<b>Liabilities and Net Assets</b>		
Total Current Liabilities	3,321,877	3,826,561
Long-Term Liabilities	858,684	326,931
Total Liabilities	4,180,561	4,153,492
Net Assets	52,919,379	49,291,311
<i>Total Liabilities and Net Assets</i>	57,099,940	53,444,803

## STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

[Years ended June 30, 2016 and 2017]

	2017	2016
Total Operating Revenues	33,512,261	30,810,109
Total Operating Expenses	30,376,544	30,179,390
Gain From Operations	3,135,717	630,719
<i>Increase in Unrestricted Net Assets</i>	3,628,068	2,126,608



# SERVICES

## AMBULANCE SERVICES

FMDH Ambulance Services provide transportation and emergency care of the sick and injured of all ages. Transportation and emergency medical care is provided by STAT Ambulance Service in Glasgow, Hinsdale, Opheim and Lustre. The service operates under a medical director who is a member of the FMDH Medical Staff and is staffed by on-call Emergency Medical Technicians (EMT) and Advanced Emergency Medical Technicians (A EMT).

## AUDIOLOGY

Audiology provides diagnostic hearing testing and hearing aid services for all ages. Audiology provides hearing screenings/testing for the school population and for the Community Child Finds throughout northeastern Montana. Audiology services are also provided in Malta at the clinic once per month.

## BEHAVIORAL HEALTH

Provides behavioral health services to patients referred by a primary care provider at the Glasgow Clinic. Services are based on a holistic model of integrated care, using a team approach that addresses physical and mental health in one setting. Individual, family and couples counseling services are offered to provide support and enhance health and wellness.

## CARDIAC REHABILITATION

Services include a 12-week comprehensive outpatient program designed to help clients develop a healthier lifestyle. It is a multidisciplinary program made up of specially trained staff, doctors, dietitians, pharmacists, physical and respiratory therapists, stress managers and psychologists.

## EMERGENCY DEPARTMENT

The Emergency Department provides evaluation and treatment to patients of all ages and levels of illness 24 hours a day. Emergency Department (ED) patients are initially assessed by the nurse who determines treatment urgency and placement within the ED. The ED provider

evaluates the patient and orders diagnostic testing and treatment based on patient needs. Emergency patients are evaluated for response to treatment and are admitted to the hospital, transferred to another facility or discharged with follow-up instructions as appropriate. The department is staffed with registered nurses and primary coverage in the ED is delivered by midlevel providers, with backup coverage from primary care physicians who also serve as Hospitalists.

## GLASGOW CLINIC

### PRIMARY CARE

The Glasgow Clinic is a fully staffed primary/urgent care clinic located within the FMDH facility. The clinic is staffed by four family practice physicians, one internal medicine specialist and two family nurse practitioners.

## GLASGOW CLINIC

### SPECIALTY CARE

#### • *General Surgery*

Located within the FMDH facility, general surgery is staffed with two full-time surgeons. Our surgeons are trained to diagnose, treat and manage a broad spectrum of diseases that may require surgical treatment. We provide care for patients from pre-operative, operative and post-operative care. Besides abdominal organs and thyroid glands, we also deal with diseases involving the skin, breast, soft tissue and hernias.

#### • *Orthopedics*

Located within the facility, orthopedics offers full-time staff that specializes in the evaluation and treatment of sports medicine, fracture care and various conditions of the musculoskeletal system.

#### • *OB/GYN*

Both gynecological and obstetrical services are offered with an emphasis on applying the most up-to-date medical care to each individual, depending upon her particular circumstances. Services provided include routine health maintenance issues to complex, high-risk pregnancies to advanced laparoscopic surgery.

### **HI-LINE MED SPA**

Located within the FMDH facility, Hi-Line Med Spa specializes in cosmetic and medical Botox®, the non-surgical facelift; tone correction; restoring facial volume; and skin resurfacing.

### **HOME OXYGEN/DURABLE MEDICAL EQUIPMENT**

We offer all the supplies needed to provide care from the comfort of home, and carry a full complement of breathing assistance devices including home and portable oxygen, nebulizers, CPAP and BiPAP machines, as well as medical supplies such as walkers, wheelchairs and hospital beds.

### **INPATIENT NURSING SERVICES**

FMDH offers a full range of highly trained nursing staff available to make patients as comfortable as possible. Their services are always delivered with empathy and complete regard for patient confidentiality.

### **LABOR, DELIVERY AND RECOVERY (LDR)**

The LDR suites are inclusive so all aspects of a normal vaginal delivery can be done from that room. A childbirth preparation class is also available to educate expectant families about the delivery process and introduce mothers to the facility and staff. FMDH has an obstetrician/gynecologist as well as family practice physicians with training in obstetrics on staff to deliver and care for babies at FMDH.

### **LABORATORY SERVICES**

Lab professionals perform diagnostic testing in the laboratory 24 hours a day, 365 days a year. Diagnostic tests aid providers in diagnosis and care of patients. Testing performed at FMDH includes:

- Arterial Blood Gases • Bacteriology • Chemistry
- Coagulation • Hematology • Immunology
- Therapeutic Drugs • Thyroid Studies
- Transfusion Services • Urinalysis

### **NORTHEAST MONTANA STAT AIR AMBULANCE**

FMDH is a proud member of this cooperative. It was formed by FMDH with the Phillips County Hospital and Northeast Montana Health Services in 2006 to provide stabilization, critical care and rapid transport of seriously ill and injured patients and assist in providing the highest-quality air medical care in our region. It presently conducts approximately 580 flights per year with the majority of transports from northeast Montana to Billings. We currently employ 26 full-time and part-time positions to complete our mission, including advanced trained critical care RNs, PA-Cs, paramedics and a medical director.

### **NUTRITION SERVICES**

The FMDH staff of dietitians provide nutrition assessments and education to inpatients and outpatients [by referral]. Nutrition consultation is provided to other facilities, including nursing homes. The Valley County WIC program is also administered through the Nutrition Services Department.

### **OCCUPATIONAL THERAPY**

FMDH offers a full-service occupational therapy program for patients receiving outpatient or inpatient care, including services for infants and toddlers under 3 years of age.

## **OUTPATIENT INFUSION/CHEMOTHERAPY**

Providing one-on-one nursing service in the privacy of individual rooms, the Outpatient Infusion Therapy Clinic offers the service delivery of various infusion medications including, but not limited to, chemotherapy. The rooms are equipped and decorated to make receiving treatment as comfortable as possible.

## **PAIN MANAGEMENT**

Pain interventions, in the form of injections, help manage chronic pain. FMDH has two CRNAs specializing in anesthesia and pain management.



## PHYSICAL THERAPY

The department's primary patient load consists of musculoskeletal injuries or orthopedic injuries. The Physical Therapy Department also works with neurological disorders, provides instruction on workplace injury minimization, treats dysfunction throughout the whole body and offers dry needling.

## RADIOLOGY

In addition to general radiology, including C-Arm Fluoroscopy and X-ray, the department offers:

- Magnetic Resonance Imaging (MRI) using a GE 1.5 Magnet unit
- CT Scan produced by a Toshiba Aquilion 80 slice
- Nuclear medicine offering a GE Infinia imaging camera
- Mammography images produced by a Selenia® Dimensions® 3D full-field system using iCad Second Look® 3D Tomosynthesis for computer-aided detection [CAD]
- Ultrasound using a Siemens/Acuson™ unit, as well as a GE Vivid™ 9
- DXA, a GE Lunar machine that measures bone density

## RESPIRATORY THERAPY

R.T. offers services and care related to the respiratory needs of patients throughout the hospital and the emergency room. They work closely with nursing staff and providers to ensure the best possible care is given to our patients. They also provide outpatient pulmonary rehabilitation for individuals with COPD.

## SURGICAL SERVICES

The Department of Surgical Services (DSS) provides care to patients of all ages and acuity undergoing elective or emergency surgery. This department consists of outpatient surgery, anesthesia, operating room and sterile processing.

## 5TH AVENUE PHARMACY & GIFT

Located within the hospital facility, 5th Avenue Pharmacy & Gift offers a full spectrum of prescription and over-the-counter medications as well as gifts. Two full-time pharmacists and three technicians staff the pharmacy five days a week.





# MASTER RENOVATION PROJECT

In late October 2017, construction began on a multiphase, master renovation project at FMDH. The project is the result of an assessment related to the services provided by FMDH and industry standards for space allocation per department, based on historical patient volumes. This assessment concluded that several departments are, in fact, undersized for the volume of patients treated. Additionally, many departments now occupy space originally designed for functions other than those they currently perform. Through the remodel project, patient treatment will be enhanced by providing logically designed spaces created specifically for the functions performed by each department.

The first phase of the project has taken place in the basement below the Glasgow Clinic. Space that was previously used as storage is now a conference room, Information Services Offices, Support Services Offices, restrooms and mechanical space. Some storage space was also maintained.



With this first phase completed, spaces vacated by the existing conference room and adjoining rooms will become the new Physical Therapy and Occupational Therapy Department (PT/OT). This phase will also include improvements to the Cardiac/Pulmonary Rehab Unit, as well as restructuring of the Business Offices and relocation of the Telemedicine Room.

Once the PT/OT Department moves to their new location, that space will be rebuilt to accommodate Glasgow Clinic Specialty Care (formerly Hi-Line General Surgery and FMDH Orthopedics and Sports Medicine). This will include a small addition to the front of the building.

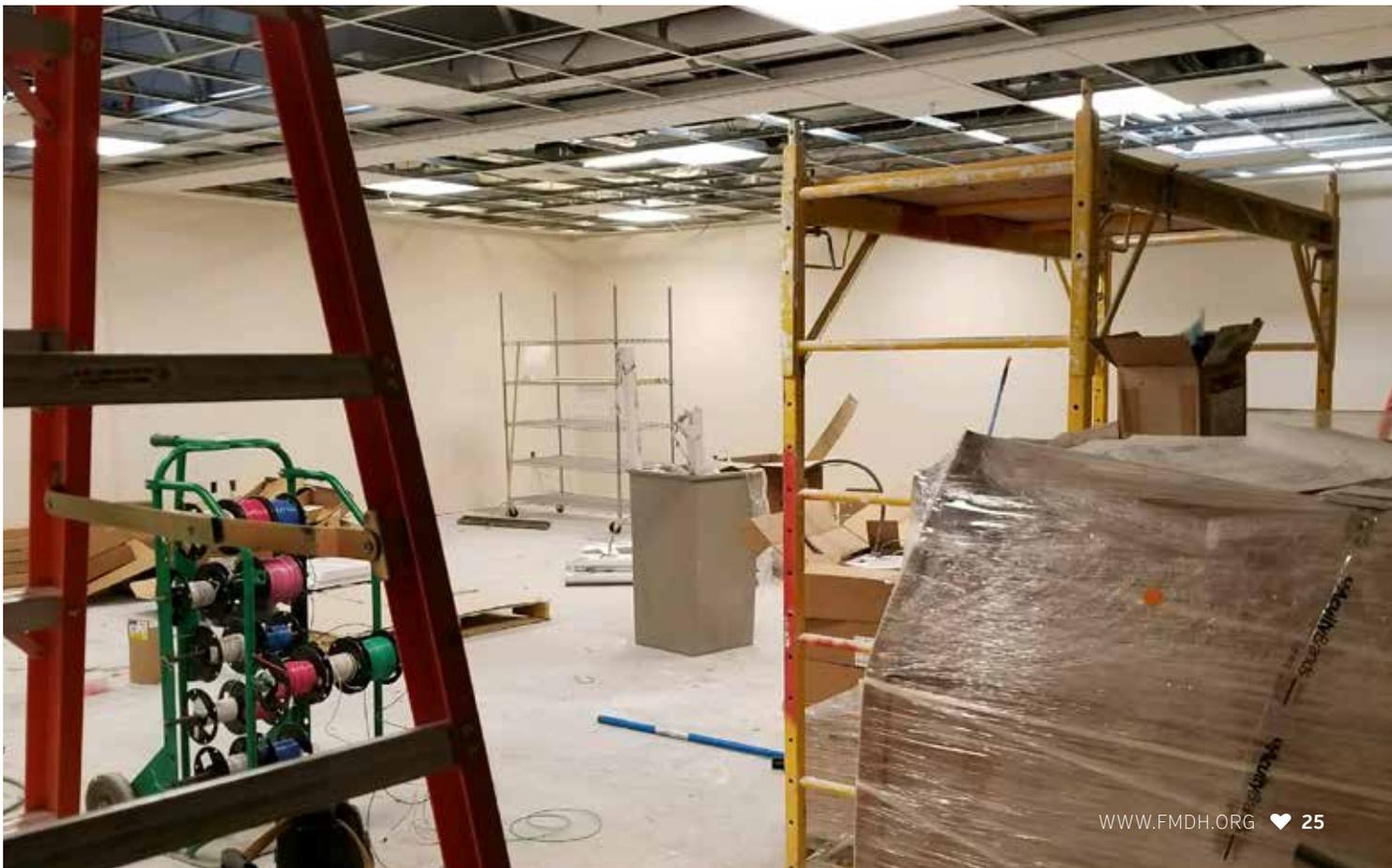
The spaces which formerly housed the Specialty Care Clinics will then be available for the construction of a new, larger Emergency Department and a larger, logically designed laboratory including a reception area for lab and radiology patients.

When the existing Emergency Department is vacated, a new inpatient pharmacy will be constructed in its place. This phase will also include an Emergency Department waiting room and redesigned nurses' station and nursing offices.

The departure of the inpatient pharmacy from 5th Ave Pharmacy & Gift will allow for expansion of the 5th Avenue retail pharmacy.

The final phase of the project will include redesign of the Glasgow Clinic Primary Care to accommodate more provider offices, exam rooms and a remodeled nurses' station.

During this 18-24 month project, we will make every effort to minimize inconvenience to patients and visitors. The completed project will result in enhanced patient care in several of our clinical departments.





# THE JOINT COMMISSION

The Joint Commission is an independent, not-for-profit organization that accredits and certifies nearly 21,000 healthcare organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain The Joint Commission's Gold Seal of Approval®, an organization undergoes an onsite survey by a Joint Commission survey team at least every three years.

Joint Commission standards are the basis of an objective evaluation process that can help healthcare organizations measure, assess and improve performance. The standards focus on important patient, individual or resident care and organization functions that are essential to providing safe, high-quality care. The Joint Commission's state-of-the-art standards set expectations for organization performance that are reasonable, achievable and surveyable.

A Hospital Quality Alliance Participant designates that a hospital has agreed to submit performance measures for publication on the Centers for Medicare and Medicaid (CMS) website. Information about the safety and quality of accredited hospitals is available to the public at Quality Check®, [www.qualitycheck.org](http://www.qualitycheck.org).

If you would like additional copies of the Frances Mahon Deaconess Hospital Annual Report, or for more information, please contact:

Frances Mahon Deaconess Hospital Marketing Department

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# DIRECTORY

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**Administration:** [406] 228-3601

**Audiology:** [406] 228-3530

**Customer Service Insurance Billing (Hospital)**

*If your last name starts with*

**A-F:** [406] 228-3621

**G-N:** [406] 228-3622

**O-Z:** [406] 228-3624

**Payment Plan Representative:** [406] 228-3620

**5th Avenue Pharmacy & Gift:** [406] 228-3693

**Financial Counselor:** [406] 228-3633

**FMDH Foundation:** [406] 228-3614

**Glasgow Clinic Primary Care:** [406] 228-3400

**Glasgow Clinic Specialty Care**

**General Surgery:** [406] 228-3653

**Orthopedics:** [406] 228-3536

**OB/GYN:** [406] 228-3400

**Health Information/Medical Records:** [406] 228-3611

**Hi-Line Med Spa:** [406] 228-3536

**Home Oxygen:** [406] 228-3618

**Human Resources:** [406] 228-3638

**Laboratory Services:** [406] 228-3677

**Marketing:** [406] 228-3642

**Nurses Station:** [406] 228-3222

**Physical Therapy:** [406] 228-3635

**Priceline:** [406] 228-3511

**Privacy Officer:** [406] 228-3547

**Radiology Services:** [406] 228-3630

**Respiratory Therapy:** [406] 228-3526

**Surgical Services:** [406] 228-3652

**Visiting Specialist Clinic:** [406] 228-3656

**WIC Program:** [406] 228-3626



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621 3rd Street South  
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221 5th Avenue South  
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Specialty Care  
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• General Surgery [406] 228-3653  
• OB/GYN [406] 228-3400

**FMDH (406) 228-3500**

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